

## BROWN COUNTY HUMAN SERVICES

111 N. Jefferson Street  
P.O. Box 22188  
Green Bay, WI 54305-3600



Erik Pritzl, Executive Director

### MEETING OF THE HUMAN SERVICES BOARD

**Thursday, December 8, 2016**

**BROWN COUNTY HUMAN SERVICES-BOARD ROOM A**

**111 N. JEFFERSON STREET, GREEN BAY, WI 54311**

**5:15 P.M.**

### AGENDA

1. Call Meeting to Order.
2. Approve/Modify Agenda.
3. Approve Minutes of November 10, 2016 Human Services Board Meeting.
4. Executive Director's Report.
5. Presentation re: Social Services at the CTC.
6. Continued Discussion re: Barbara Bauer Award.
7. CTC Administrator Report including NPC Monthly Report.
8. Financial Report for Community Treatment Center and Community Programs.
9. Time and Location of May 11<sup>th</sup> HS Board Meeting.
10. \*Statistical Reports.
  - a. Monthly CTC Data – Bay Haven Crisis Diversion/Nicolet Psychiatric Hospital.
  - b. Child Protection – Child Abuse/Neglect Report.
11. Other Matters.
12. Adjourn Business Meeting.

*\*Note: attached as written reports*

#### Notices:

Notice is hereby given that action by the Human Services Board may be taken on any of the items, which are described or listed in this agenda.

Please take notice that additional members of the Board of Supervisors may attend this meeting of the Human Services Board, resulting in a majority or quorum of the Board of Supervisors. This may constitute a meeting of the Board of Supervisors for purposes of discussion and information gathering relative to this agenda.

Any person wishing to attend the Human Services Board meeting who, because of a disability, requires special accommodations, should contact the Human Services Department at (920) 448-6006 by 4:30 p.m. on the day before the meeting so that arrangements can be made.

## **PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD**

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, November 10, 2016 in Room 365 of the Community Treatment Center – 3165 Gershwin Drive Green Bay, WI

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**Present:** Chairman Tom Lund  
Carole Andrews, Craig Huxford, Jesse Brunette, Susan Hyland, Paula Laundrie,  
JoAnn Grashberger

**Excused:** Aaron Linssen, Bill Clancy

**Also**

**Present:** Erik Pritzl, Executive Director  
Nancy Fennema, Deputy Director  
Eric Johnson, Finance Manager  
Luke Schubert, Hospital & Nursing Home Administrator

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**1. Call Meeting to Order:**

The meeting was called to order by Chairman Lund at 5:15 pm.

**2. Approve/Modify Agenda:**

GRASCHBERGER / LAUNDRIE moved to approve the agenda.  
The motion was passed unanimously.

**3. Approve Minutes of October 13, 2016 Human Services Board Meeting:**

HYLAND / HUXFORD moved to approve the minutes dated October 13, 2016.  
The motion was passed unanimously.

**4. Executive Director's Report:**

Executive Director Pritzl handed out his report (attached).

Citizen Board Member Jesse Brunette entered at 5:18.

Q: Citizen Board Member Laundrie asked why the average amount of law enforcement time per crisis contact was high for August.

A: Executive Director Pritzl that there were most likely more complicated cases, some that were possibly substance abuse related. If there is a complex medical issue that needs medical clearance, law enforcement stays with the individual the entire time.

Q: Citizen Board Member Laundrie asked if there are more crisis calls during the day or evening hours.

A: Executive Director Pritzl that the Crisis Center does track that data and from what he recalls, there were a lot of daytime calls which was somewhat surprising.

LAUNDRIE / ANDREWS moved to receive and place on file.  
Motion was carried unanimously.

**5. Continued Discussion re: Barbara Bauer Award:**

Kara Navin had emailed out the board members criteria for this award. Joann Grascberger suggested that they nominate Helen Smits who was on the Human Services Board for a long time, was a mental health nurse and taught at NWTC. Joann will get a hold of Helen and her and Paula will meet with her. They will report back next month to the board.

**6. CTC Administrator Report including NPC Monthly Report & QAPI Summary Report:**

The reports were included in the agenda. Schubert highlighted some key items in the reports.

Q: Citizen Board Member Laundrie asked if grievances get shared with other agencies that are involved (i.e. the sheriff's department).

A: Administrator Schubert stated they do share the information as long as they have patient consent.

Schubert stated that they included a lot of data in the packet but in the future will report summary of the focus areas.

HUXFORD / BRUNETTE moved to receive and place on file.  
Motion was carried unanimously.

**7. Financial Report for Community Treatment Center and Community Programs:**

A financial summary was included in the board agenda. Financial Manager Eric Johnson went through the numbers and highlighted that the average census increased for both the CBRF and the hospital.

Executive Director Pritzl stated that the county board of supervisors asked what is happening with the remaining money in the budget that was put in for the mental health initiatives. Pritzl stated there was a planned usage of fund balance for 2016 and the county board will need to determine how to handle the needed funds at the end of the year.

Q: Chairman Lund asked if our 2017 budget is supposed to be a bottom lined budget.

A: Executive Director Pritzl stated that all mental health initiatives will be operational and funds will be directly applied in the beginning (i.e. family care payment) so we do plan to have a balanced budget.

GRASCHBERGER / ANDREWS moved to receive and place on file.  
Motion was carried unanimously.

**8. Statistical Reports:**

Please refer to the packet which includes this information.

LAUNDRIE / HYLAND moved to receive items 8 a-c and place on file.

**9. Approval for New Non-Continuous Provider & New Provider Contract:**

Please refer to the packet which includes this information.

Q: Citizen Board Member Laundrie asked if we are increasing our services to children as she is seeing providers listed she hasn't noticed before (i.e. better days mentoring, expressive therapies, etc.).

A: Fennema stated that our Contracts Manager, Molly Hillmann, prepared a better report for the board giving better information. It also could be that we are adding additional services to our CCS (Comprehensive Community Services) program.

ANDREWS / LAUNDRIE moved to receive item 9 and place on file.  
Motion was carried unanimously.

**10. Other Matters:**

Next Meeting: Thursday, December 8, 2016  
5:15 p.m. – Sophie Beaumont, Board Room A

**11. Adjourn Business Meeting:**

LAUNDRIE / HYLAND moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 5:57 p.m.

Respectfully Submitted,

Kara Navin  
Office Manager

## BROWN COUNTY HUMAN SERVICES

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Phone (920) 448-6000 Fax (920) 448-6126

Erik Pritzl Executive Director

To: Human Services Board  
Human Services Committee

From: Erik Pritzl, Executive Director

Date: November 10, 2016

Re: Executive Director's Report

Activities since the last time the Human Services Board and Committee are summarized below by the primary division area of the department.

### Community Programs

#### Behavioral Health

##### *Mental Health Initiatives Updates:*

- The Day Report Center is expected to be operating beginning November 14, 2016. Family Services staff members have provided information and received feedback through two meetings with Court staff, and have met with classification staff at the Brown County Jail. Family Services staff members have been able to use program tools and templates from their work in other counties where they have provided this service.
- Mobile Crisis Expansion was approved previously, and the contracted provider, Family Services, has filled all positions. June through October performance information is as follows:

Measure:	June	July	August	Sept	Oct
Number of In person mobile assessments.	75	91	80	103	88
Duration (minutes) of in person mobile crisis assessments.	83	58	74	58	75
Average response time (minutes) for mobile calls. Response time less than 30 minutes (80% benchmark).	87%	88%	81%	72%	88%
Average amount of law enforcement time (hours) per crisis contact--GBPD			14.7	6.1	5.2
Number of diversion stays (days).	10	11	21	18	23
Duration (days) of diversion stays.	42	51	67	76	63

- Residential treatment has been through the required approvals for the service. Staff members have been identifying people who are candidates for residential treatment through the assessment process including using the Uniform Placement Criteria required by the Department of Health Services. This service was just approved as part



of the expansion in October, we don't have information regarding placements and retention in treatment at this time.

- Detoxification services for incapacitated individuals have been provided, with some people choosing to transition to Bay Haven to participate in further assessment. We have received billing information for nineteen days of service for nine individuals. In addition, the Green Bay Police Department has reported that eighteen people have been taken to Bellin for alcohol incapacitation holds. There will be process review meetings in November to identify challenges and improvements.

## **Children, Youth and Families (CYF)**

### *Child Protection—Kid Stat Performance Standards*

Child Protective Services has a number of metrics that are tracked at the State level, and of particular importance because Brown County is a “driver” county due to size. There are eight driver counties in Wisconsin. The latest report showed that Brown County CPS staff members have met standards in the following measures:

- Few overdue Initial Assessments (2<sup>nd</sup> lowest in the State, and 20% below the State average)
- Met the benchmark for Caseworker Contact timeliness (1 of 7 driver counties)
- Met the benchmark for Legal Permanence (1 of 4 driver counties) for children in care for 12 months
- Met the benchmark for Legal Permanence (1 of 7 driver counties) for children in care for 24 months
- Met the benchmark for re-entry into care (only driver county)

The only measure reported that was not met related to placement stability (1 of 6 counties.)

This performance represents significant efforts on the part of Child Protection staff to improve the safety, permanency and well-being of children.

### *Secure Detention Changes:*

A workgroup has been meeting with staff from Shelter Care, Juvenile Justice and Child Protective Services to be proactive in planning for youth, and develop strategies to address capacity issues should these arise. Staff members have identified secure detention facilities in other counties to utilize if needed. A positive development is collaboration between different program areas (Child Protection and Juvenile Justice) around on-call services and best practices.

## **Community Treatment Center**

The utilization of the units of the Community Treatment Center continues to be higher than 2015:

- The Nicolet Psychiatric Center unit has seen a continued increase in the average daily population to 12.1 for the year, with October's utilization at 13.1. We continue to see higher utilization by Brown County residents compared to other counties in 2016 (78%)

vs. 2015 (70 %.) There has been a decrease in the utilization of Winnebago Mental Health Institute.

- The Bay Haven CBRF unit had an average daily population of 5.5 in October, bringing the year to date average daily population to 4.4 which is over the budgeted average of 3.6. The department continues to evaluate other options for Bay Haven.

**BROWN COUNTY COMMUNITY TREATMENT CENTER  
NOVEMBER 2016 BAY HAVEN STATISTICS**

ADMISSIONS	November	YTD 2016	YTD 2015
Voluntary - Mental Illness	22	269	134
Voluntary - Alcohol	0	0	0
Voluntary - AODA/Drug	0	0	0
Police Protective Custody - Alcohol	0	0	0
Commitment - Alcohol	0	0	0
Commitment - Drug	0	0	0
Court-Ordered Evaluation	0	0	0
Emergency Commitment- Alcohol	0	0	0
Emergency Detention - Drug	0	0	0
Emergency Detention - Mental Illness	0	0	0
Court Order Prelim. - Mental Illness	0	0	0
Court Order Prelim. - Alcohol	0	0	0
Court Order for Final Hearing	0	0	0
Commitment - Mental Illness	0	0	0
Return from Conditional Release	0	0	0
Court Order Prelim. - Drug	0	0	0
Other	0	0	0
<b>TOTAL</b>	<b>22</b>	<b>269</b>	<b>134</b>

ADMISSIONS BY UNITS			
Bay Haven	22	269	134
<b>TOTAL</b>	<b>22</b>	<b>269</b>	<b>134</b>

ADMISSIONS BY COUNTY			
Brown	18	234	103
Door	1	6	4
Kewaunee	0	2	5
Oconto	1	3	5
Marinette	0	1	0
Shawano	0	5	11
Waupaca	0	1	0
Menominee	1	2	2
Outagamie	0	2	1
Manitowoc	0	6	2
Winnebago	0	0	0
Other	1	7	1
<b>TOTAL</b>	<b>22</b>	<b>269</b>	<b>134</b>

NEW ADMISSIONS			
Bay Haven	20	205	96
<b>TOTAL</b>	<b>20</b>	<b>205</b>	<b>96</b>

READMIT WITHIN 30 DAYS			
Bay Haven	2	25	8
<b>TOTAL</b>	<b>2</b>	<b>25</b>	<b>8</b>

AVERAGE DAILY CENSUS	November	YTD 2016	YTD 2015
Bay Haven	5.5	4.5	1.7
<b>TOTAL</b>	<b>5.5</b>	<b>4.5</b>	<b>1.7</b>

INPATIENT SERVICE DAYS			
Bay Haven	164	1491	558
<b>TOTAL</b>	<b>164</b>	<b>1491</b>	<b>558</b>

BED OCCUPANCY			
Bay Haven	36%	30%	11%
<b>TOTAL</b>	<b>36%</b>	<b>30%</b>	<b>11%</b>

DISCHARGES			
Bay Haven	29	270	135
<b>TOTAL</b>	<b>29</b>	<b>270</b>	<b>135</b>

DISCHARGE DAYS			
Bay Haven	226	1498	550
<b>TOTAL</b>	<b>226</b>	<b>1498</b>	<b>550</b>

AVERAGE LENGTH OF STAY			
Bay Haven	8	6	4
<b>TOTAL</b>	<b>8</b>	<b>6</b>	<b>4</b>

AVERAGE LENGTH OF STAY BY COUNTY			
Brown	6	5	6
Door	7	4	1
Kewaunee	0	0	3
Oconto	4	2	4
Marinette	0	0	0
Shawano	0	0	3
Waupaca	30	19	0
Menominee	6	3	1
Outagamie	0	1	0
Manitowoc	0	2	1
Winnebago	0	0	0
Other	2	1	4
<b>TOTAL</b>	<b>8</b>	<b>6</b>	<b>6</b>

IN/OUTS	Current	YTD	2015
	5	38	2



**BROWN COUNTY COMMUNITY TREATMENT CENTER  
NOVEMBER 2016 NICOLET PSYCHIATRIC CENTER STATISTICS**

ADMISSIONS	November	YTD 2016	YTD 2015
Voluntary - Mental Illness	7	103	128
Voluntary - Alcohol	0	0	0
Voluntary - AODA/Drug	0	0	0
Police Protective Custody - Alcohol	0	0	0
Commitment - Alcohol	0	0	0
Commitment - Drug	0	0	0
Court-Ordered Evaluation	0	0	0
Emergency Commitment- Alcohol	0	0	0
Emergency Detention - Drug	0	0	0
Emergency Detention - Mental Illness	52	588	663
Court Order Prelim. - Mental Illness	0	0	2
Court Order Prelim. - Alcohol	0	0	0
Court Order for Final Hearing	0	14	10
Commitment - Mental Illness	0	0	0
Return from Conditional Release	4	70	64
Court Order Prelim. - Drug	0	0	0
Other	0	3	4
<b>TOTAL</b>	<b>63</b>	<b>778</b>	<b>871</b>

AVERAGE DAILY CENSUS	November	YTD 2016	YTD 2015
Nicolet Psychiatric Center	12.7	12.2	10.1
<b>TOTAL</b>	<b>12.7</b>	<b>12.2</b>	<b>10.1</b>

INPATIENT SERVICE DAYS			
Nicolet Psychiatric Center	382	4078	3371
<b>TOTAL</b>	<b>382</b>	<b>4078</b>	<b>3371</b>

BED OCCUPANCY			
Nicolet Psychiatric Center	80%	76%	63%
<b>TOTAL</b>	<b>80%</b>	<b>76%</b>	<b>63%</b>

DISCHARGES			
Nicolet Psychiatric Center	60	774	877
<b>TOTAL</b>	<b>60</b>	<b>774</b>	<b>877</b>

ADMISSIONS BY UNITS			
Nicolet Psychiatric Center	63	778	871
<b>TOTAL</b>	<b>63</b>	<b>778</b>	<b>871</b>

DISCHARGE DAYS			
Nicolet Psychiatric Center	372	4047	3338
<b>TOTAL</b>	<b>372</b>	<b>4047</b>	<b>3338</b>

ADMISSIONS BY COUNTY			
Brown	51	611	610
Door	1	18	20
Kewaunee	1	19	19
Oconto	1	19	38
Marinette	0	13	30
Shawano	1	9	28
Waupaca	1	3	2
Menominee	1	5	6
Outagamie	3	21	11
Manitowoc	2	26	65
Winnebago	0	10	4
Other	1	24	38
<b>TOTAL</b>	<b>63</b>	<b>778</b>	<b>871</b>

AVERAGE LENGTH OF STAY			
Nicolet Psychiatric Center	6	5	4
<b>TOTAL</b>	<b>6</b>	<b>5</b>	<b>4</b>

AVERAGE LENGTH OF STAY BY COUNTY			
Brown	6	6	4
Door	9	7	3
Kewaunee	16	10	5
Oconto	6	4	2
Marinette	0	2	5
Shawano	1	2	2
Waupaca	4	2	1
Menominee	6	3	2
Outagamie	2	5	2
Manitowoc	2	3	4
Winnebago	0	1	4
Other	13	9	5
<b>TOTAL</b>	<b>6</b>	<b>6</b>	<b>4</b>

NEW ADMISSIONS			
Nicolet Psychiatric Center	30	394	422
<b>TOTAL</b>	<b>30</b>	<b>394</b>	<b>422</b>

READMIT WITHIN 30 DAYS			
Nicolet Psychiatric Center	2	77	110
<b>TOTAL</b>	<b>2</b>	<b>77</b>	<b>110</b>

IN/OUTS	Current	YTD	2015
	2	31	58

**Report of Child Abuse/Neglect by Month**

Month	2014	2015	2016	% Change from 2015 to 2016
January	404	415	435	4.82 %
February	433	432	463	6.19 %
March	431	460	466	1.3%
April	487	455	452	-.66%
May	470	422	465	10.19 %
June	345	330	348	5.45%
July	311	312	301	-3.5%
August	298	282	312	10.64%
September	439	420	497	18.33%
October	461	440	430	-2.27%
November	320	426		
December	397	415		
Total	4796	4809		

**Reports Investigated by Month**

Month	2014	2015	2016	% Change from 2015 to 2016
January	153	146	116	-20.55%
February	140	141	141	0%
March	160	161	124	-22.98%
April	168	144	138	-4.17%
May	164	147	135	-8.16%
June	143	143	99	-30.77%
July	139	113	101	-10.62%
August	116	113	88	-22.12%
September	164	150	126	-16%
October	165	141	101	-28.37%
November	128	100		
December	137	121		
Total	1777	1620		